

Making care and education work for you



There are a number of responsibilities that you need to be aware of once you have decided on an early education and care service that suits your family's needs.

The Department of Communities is responsible for the licensing and monitoring of early childhood education and care services in Queensland. The licensee of a licensed service has certain responsibilities to children and families which are outlined in the *Child Care Act 2002* and the *Child Care Regulation 2003*. Likewise, families who use an early childhood education and care service have responsibilities to the licensee and staff of the service.

Licensees are required to provide parents and carers with written policies, at the time of enrolment, which outline the service's practices and procedures. These are usually contained in the "Parent's Handbook".

Parents' and carers' rights and responsibilities in licensed services

Parents and carers have the right to:

- observe activities being provided in the service at all times
- receive information and policies relevant to the service
- receive information about grievance procedures
- have access to records kept on their child
- experience respect for their needs, views and culture
- know about their child's progress
- expect that a service will understand parents' or carers' work and other time commitments and find realistic ways to achieve effective communication with them
- be actively involved in decisions that affect their children.

Parents' and carers' responsibilities include:

- paying fees for the provision of care and education
- timely delivery and collection of children
- notification of changes in information recorded about a child
- compliance with relevant health and hygiene policies of the service.

Licensees' responsibility to provide safe and suitable care

The *Child Care Act 2002* requires that the licensee of a licensed service must provide the service in a way that is safe and suitable for the provision of care and education.

Measures that a licensee must take to ensure the service is **safe and suitable** include:

- engaging a sufficient number of suitably qualified staff
- providing and maintaining adequate facilities to the conduct the service
- establishing and maintaining appropriate health and hygiene procedures, practices and facilities
- providing and maintaining developmentally appropriate programs for children
- developing and maintaining appropriate fire safety and other emergencies strategies in relation to any place where care and education is provided.

The licensee must provide information regarding policy and practice

The policies and practices provided must include:

- days and times when the service is open
- the fees payable for the provision of care and education
- the delivery and collection of children
- excursions and escorted journeys

- injuries, illness and infectious diseases
- the storage and administration of medication to children
- hygiene, safety, emergency and evacuation procedures
- staffing, staff development, and child-free preparation times
- participation of students and volunteers in the centre's activities.

The licensee must provide parents and carers with written information

This includes information on:

- the service's compliance with the licensing requirements of the *Child Care Act 2002* and *Child Care Regulation 2003*
- the contact details for the Department of Communities Child Care Information Service
- the ages of the children in the group in which the child will receive care
- the name, position and qualifications of each of the service's staff members
- the child's daily routine and a general statement about programs
- current information about groups and staffing at the centre.

Parents and carers can ask for further information about:

- the activities and experiences offered to children
- the goals relating to the knowledge and skills to be developed through the activities and experiences
- the service's philosophy in relation to learning and child development outcomes and how it is intended the outcomes will be achieved.

Further information

Child Care Information Service

This service, provided by the Department of Communities, is free and provides families with up-to-date information about child care services and facilities in their local area. The service will not make recommendations about a particular service.

Child Care Services Search

Visit the department's website to locate child care services in your area.

Other resources

Parent tip sheets and information about licensing requirements and building standards for child care services in Queensland.

Telephone: 3224 4225

Freecall outside Brisbane: 1800 637 711

Calls from mobile phones are charged at applicable rates.

Email: ccis@communities.qld.gov.au

The licensee must ensure that appropriate activities and experiences are offered

Activities and experiences offered must:

- include a balance of indoor and outdoor activities and learning experiences for individual and group activities
- allow for periods when children can rest or sleep as required
- encourage children to make choices
- be flexible and responsive to changes in the children's abilities, interests and skills
- nurture each child's self-esteem, self-reliance and competence
- ensure each child's social, cultural and linguistic background is respected and valued
- reflect an understanding of Australia's Aboriginal and Torres Strait Islander heritage and its multicultural heritage.

If you have concerns

Staff and carers need to know of any concerns you might have about the service so they can address the issue. If you are concerned about the standard of care, and your approaches to the staff and licensee are not effective, call the Child Care Information Service on 3224 4225.

www.communities.qld.gov.au

Other languages

If you need an interpreter, call TIS National on 131 450 and ask to be connected to 13 13 04.

National Relay Service

If you are deaf or have a hearing or speech disability and need help making calls, contact the Department of Communities through the National Relay Service on 13 36 77.



Queensland Government
Department of **Communities**